

glitter & gloss Total Style makeover

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Important: To receive Technical Support and notification of any product upgrading, you must first complete and return immediately the enclosed registration card.

Installing the Application



ESS271

Installing the program on Windows 95/98:

1. Place the CD-ROM in your drive. The CD-ROM should automatically load and run. If not...
2. Click on your START MENU and select RUN.
3. Type **D:\SETUP.EXE** and press ENTER. (NB: If your CD-ROM drive is not D, then type the letter associated with your drive - e.g.; E: F: etc).
4. Follow any instructions that appear on the screen.

Running the program:

1. Ensure the CD-ROM is in your drive.
2. Select START from menu, then select PROGRAMS.
3. Choose Media Art from the list.
4. Select Glitter and Gloss Total Style Makeover.

Uninstalling the program:

1. Ensure the CD-ROM is in your drive.
2. Select START from menu, then select PROGRAMS.
3. Choose Media Art from the list.
4. Select Glitter and Gloss Total Style Makeover Uninstall.

(For your ease of use we strongly recommend that you print out the manual prior to using product).

Accessing the online manual:

To view the online manual you need to have acrobat reader 4.05 installed on your system.

To install Acrobat Reader 4.05:

1. Place the CD-ROM in your drive and the CD should automatically run. Exit the installation if it begins.
2. Click on your START MENU and select RUN.
3. Type **D:\MANUAL\AR405ENG** and press ENTER. (NB: If your CD-ROM drive is not D, then type the letter associated with your drive - e.g.; E: F: etc).
4. Follow any instructions that appear on the screen.

To view the online manual:

1. Place the CD-ROM in your drive and the CD should automatically run. Exit the installation if it begins.

2. Click on your START MENU and select RUN.
3. Type **D:\MANUAL\MAKEUP.PDF** and press ENTER. (NB: If your CD-ROM drive is not D, then type the letter associated with your drive - e.g.; E: F: etc).

Error: Cannot find the file (or one of its components). Make sure the path and file name are correct and that all required libraries are available.

This problem occurs if you enter the wrong drive letter in one of the installation commands above. ie; If you entered **D:\SETUP.EXE** when your CD-ROM drive letter is E. To find out the letter of your CD-ROM drive, double click on MY COMPUTER, then find your CD-ROM icon. This will have a letter after it, this is your CD-ROM drive letter.

Replace D: with your letter, e.g. **H:\SETUP.EXE**

Error: Wrong Screen Mode (800x600, High Colour)

If the wrong screen mode is being used then this advice is displayed. Change to the correct screen mode by selecting START, then SETTINGS, then CONTROL PANEL, then double clicking on DISPLAY. In the display screen select the SETTINGS tab. Select the SCREEN AREA option move the slider to 800x600 and in the colour palette section, select 'High Colour, 16bit'. Click OK then try again. Sometimes you may be asked to specify a monitor type when doing this. This is because the monitor wasn't selected when selected your operating system was installed. If you are in double, speak to the manufacturer of your PC.

Error: Stream write error

This error will occur if the installation program has problems installing the files. This normally appears if your hard disk has run out of space. Please remove some programs and re-install the product.

Technical Support



Thank you for purchasing this Focus Multimedia Product. Should you encounter any difficulties in loading or using the application we offer a comprehensive technical support service. All we ask is that you complete and return the registration card enclosed. There are six ways to obtain technical support:

Technical Support Helpline: 01889 570589

You can speak to someone in person between the hours of 9.30 am to 5.00 pm GMT, Monday to Friday excluding Bank Holidays. At any other time you will be directed by our automated voice service.

24 Hour Faxback Service: 01889 576843

If you have a fax machine or fax modem, after dialling the above number you will be asked to enter three digits of the product code which can be found on the spine of the CD case e.g.: ESS037 – the number you would dial would be 037. Just dial this in and follow the simple instructions and you will have the latest support information sent to you by fax.

FAX Service: 01889 583571

Fax us with your problem. Please be sure to state a telephone number and times we can contact you, together with as much information you can supply to aid a speedy response.

e-mail Autoresponder: ESS???@focusmm.co.uk

Send a blank e-mail to ESS???@focusmm.co.uk - where ??? is the last three digits of the product code on the spine of the CD case e.g.: ESS037 replace ??? with 037 and a help sheet for the product will be immediately delivered to your mailbox.

e-mail: support@focusmm.co.uk

e-mail us with your problem, together with as much information as you can supply to aid a speedy response.

World Wide Web: <http://www.focusmm.co.uk>

Visit our Website Technical Pages for the latest support information.

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